

Electronic Agreement Notification Pilot Frequently Asked Questions

ELECTRONIC AGREEMENT NOTIFICATION

What is an Electronic Agreement Notification?

Electronic Agreement Notification, or **eNotification**, notifies authorized individuals via their personal email when provider agreements, amendments or addendums are available online for viewing or signature.

Why is Regence sending agreements electronically rather than by mail?

There are several advantages to electronic notification (eNotification):

- Electronic documents allow us to deliver and process your agreements more quickly.
- You have the convenience of storing your downloaded agreement electronically (on your computer) or printing the hardcopy for your files.
- You have the convenience of receiving and responding to agreement documents electronically rather than having to mail documents through the post office. This reduces turn-around time by eliminating the delay from postal delivery.
- Electronic correspondence, including electronic agreements, enables us all to limit our effect on the environment by reducing the amount of paper products.

How are electronic agreements delivered to me?

Notification of electronic agreements and amendments will arrive in the email you specify. You can then access the documents securely online by clicking on the link in the email.

How do you obtain my email address?

We are in the process of collecting the email addresses of physicians, other health care professionals and facilities. It is important to submit the email address of the person responsible for receiving and responding to agreement information. You can submit the appropriate email address to us by following these steps:

- Visit our *Provider Web Site* at www.ut.regence.com/physician then:
- Click the Contracts/Credentialing section on the left navigation bar
- Click on the "Sign up to receive 2009 agreements electronically" link
- Complete the online form and click Submit

Once I provide my email address, will I be flooded with emails from Regence?

No. We will use your email address for eNotification only. You will not receive marketing materials, newsletters, etc., unless you have already requested them.

If you would like to receive an email notification when new editions of our electronic newsletter, *The Connection Online*SM, are available to view, please visit our *Provider Web Site* and click on the Subscribe link in the Provider Library under Newsletters.

If I provide my email address now, may I “opt out” later?

Providing us with your email will make you part of our pilot to test eNotification. We will ask for your input regarding the process after you receive your first agreement documents from us electronically. While we believe eNotifications provide a more secure, timely and reliable method of delivering agreement materials and facilitating the prompt return and processing of signed documents, we will further evaluate this function and the “opt-out” option after the pilot, incorporating pilot participant feedback.

I participate as part of a group agreement. Who in the group will the email go to?

Only one email will be sent to the owner of the group’s Tax Identification Number (Tax ID), or to the email address you specify (e.g., a central group email or the email address of the person responsible for managing the group’s contracts). A separate email will not be sent to each provider in the group.

How can you ensure I receive my documents, not someone else’s?

When you submit your email address, please include your name, your National Provider Identifier (NPI) or your Regence Provider Identification Number (PIN) and your Tax ID. We match the submitted information to ensure you receive your documents.

Our group has multiple NPI numbers. Which one should we submit?

Submit the NPI number of the Tax ID owner.

If I sign up for eNotification, will I continue to receive my agreement documents through the mail?

Once you register for eNotification, all of your agreement documents will be sent to you electronically, not via the postal service. We will continue to mail agreement documents to providers who do not sign up for eNotification.

Will there be any training or reference materials available?

Yes. Additional information about electronic notification, including a tour of the eContracting Center, is available in the Contracts/Credentialing section of our *Provider Web Site* at www.ut.regence.com/physician.

ELECTRONIC SIGNATURES (eSIGNATURE)

What is an electronic signature (eSignature)?

An eSignature is your electronic acknowledgement that you have read materials sent electronically and are in agreement with the information contained therein.

When is an eSignature used?

When you receive your initial provider agreement from Regence, we typically require a signature to indicate your acceptance of the terms of that agreement. eSignature enables you to accept or reject the terms of the agreement electronically.

How secure is eSignature?

The eSignature process occurs on our Health Insurance Portability and Accountability Act (HIPAA)-secured and encrypted servers. When you receive an electronic agreement requiring a signature, you will be directed to login to Regence Online Services for Providers with your user name and password. After clicking on the link to the eContracting Center, you will be asked to enter the Contracting Center (ECC) code that was provided in the email. Within the eContracting Center, you can access your agreements or amendments in a secure environment. They are viewable only by you or whomever you give access to.

What if I’m not registered for Regence Online Services for Providers?

If you have not yet registered for this free, Web-based tool, we encourage you to do so as soon as possible. It is easy to register. Please refer to the *Provider Web Site* at www.ut.regence.com/physician for more information.

When I receive an eNotification, am I required to sign electronically?

No. Returning your agreement documents electronically ensures faster delivery of your documents to our Network Management department and saves you time and mailing expense; but you may print, sign and mail your documents to us if you prefer.

RECEIVING YOUR ELECTRONIC AGREEMENTS**Who will the email come from?**

The sender's address will appear as **eContracting@regence.com**. If follow-up is needed the sender's address may appear as **[sender's name]@regence.com** (e.g., **johnbrown@regence.com**).

What subject line should I watch for?

The subject line will say: Agreement Documents for (Provider's name) from Regence BlueCross BlueShield of Utah.

What if the email gets blocked by my spam blocker?

Please add "regence.com" to your email contact list to ensure emails are not blocked or sent to your spam folder.

What documents will be in the email?

If an agreement requires an eSignature you will receive a cover notice explaining that an agreement is available for review and directing you to login to Regence Online Services for Providers to access your documents. If no signature is required, a link will take you directly to the eContracting Center to review your documents. Each document may be easily downloaded in a PDF format.

SIGNING YOUR AGREEMENT**How will I know what needs to be signed?**

Instructions will be included in the email indicating the type of document and whether a signature is required.

What if an eSignature is not required?

Documents, such as amendments to existing agreements, often do not require signatures. In these instances the email sent to you will provide you with a link to the amendment to view and/or download.

What if I have questions about the documents?

Our Provider Services department is available to discuss the terms of your agreement, other attached documents or any other questions you might have. We can be reached at (801) 333-2600 or 1 (888) 621-2155, Option 6, then Option 2; or you may email us at **utahprovrel@regence.com**.

What if I don't agree with the terms of the agreement?

At the bottom of every document requiring a signature, you have the option of clicking on the button marked "ACCEPT TERMS" or on the button marked "REJECT TERMS."

What happens if I click on ACCEPT TERMS?

When you click on ACCEPT TERMS, you are indicating your permission to affix your electronic signature to the agreement. A new page will display with a Contract Control Code as well as fields to complete with the provider's name, the full name of the person completing the form, their title, and a field to re-enter the Contract Control Code followed by an Accept button. We are then notified electronically that the agreement has been signed and the contracting process can be completed.

What happens if I click on REJECT TERMS?

When you click on REJECT TERMS, you are indicating your refusal to accept this agreement. A new page will display with a Contract Control Code as well as fields to complete with the provider's name, the full name of the person completing the form, their title, and the Contract Control Code followed by a Reject button. We are then notified electronically that the agreement has been rejected.

Will I receive an acknowledgement that my signed agreement has been received?

Yes. When you submit your electronic signature, the next screen provides acknowledgement that Regence has received your signed agreement. Your agreement will then be electronically countersigned and you will receive an email directing you back to the eContracting Center for your document. You will be able to access your agreement and eSignature receipt documents electronically from the eContracting Center at any time for future reference, or you can download and save the documents in your computer files or print them for your hardcopy files. These documents will replace and supersede any previous documents.

How will I know when the credentialing/contracting process is complete?

You will receive an email from us with your countersigned agreement and effective date.

READY TO GET STARTED?**When will you start sending agreements via email?**

We will initiate our eNotification pilot with agreements sent to non-MD/DO health care professionals on or before July 1. Depending upon the success of this initial effort, we will begin incorporating other providers at a later date.

Who can I contact if I have questions?

Please contact your provider consultant or our Provider Services department at (801) 333-2600 or 1 (888) 621-2155, Option 6 then Option 2; or you may email us at utahprovrel@regence.com.